

# Islington Health and Care Scrutiny Committee

Review of 2017/18

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# Who we are



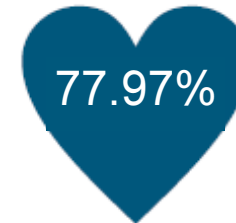
  
**21,000+** foundation trust members including staff

## Confidence in our services

Staff recommending Moorfields as a place to receive treatment



Staff recommending Moorfields as a place to work



## Moorfields ranks first in:

- Staff satisfaction with the quality of work and care they are able to deliver
- Staff motivation at work
- Staff satisfaction with resourcing and support

\*Compared to other acute specialist trusts



## CQC inspection outcomes – Report 6 January 2017

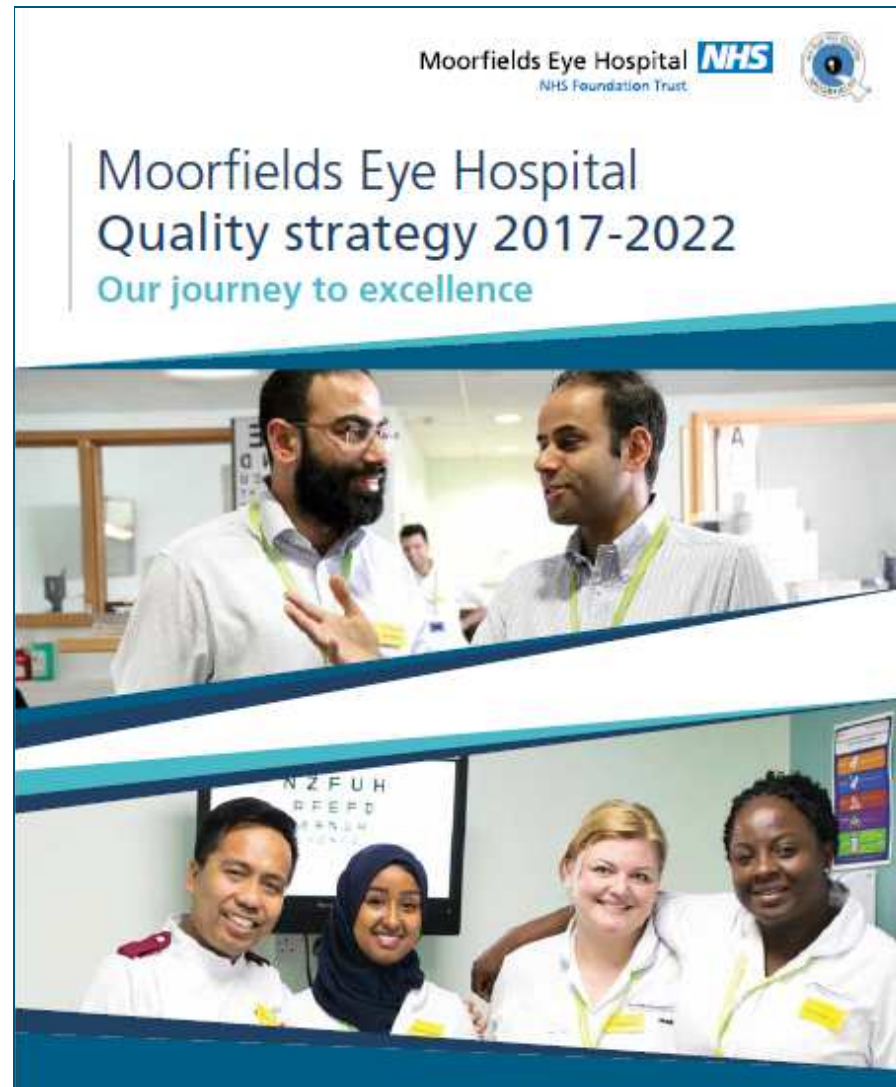
- Overall rating: **‘Good’** with sub-domains:

	Safe	Effective	Caring	Responsive	Well-led	Overall
Overall	Requires improvement	Good	Good	Requires improvement	Good	Good

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## CQC action plan – progress update

- **Report recommendations:** 78 recommendations grouped into 50 trust actions
- **Progress:** Action plan progressing well. 41/50 (82%) actions completed
- **Examples:** Solid WHO surgical checklist performance (>90% across all areas); Patient participation strategy launched December 2017; St George's Hospital ward and theatres redevelopment commenced January 2018; outpatients improvements at City Road in progress



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## 5 year Quality Strategy

### ‘Our journey to excellence’ - November 2017

- Key priority in trust strategy ‘Our vision of Excellence’
- Core belief that ‘People’s sight matters’
- Our ambition to deliver outstanding patient care
- Based on what patients, staff, governors, CQC told us
- Enable people to feel ‘I can make a difference’
- Contains pledges, for example listening and engaging with staff in new ways & expanding our quality improvement programme





In January 2017, we were awarded a 'good' CQC rating, placing us in the top third of acute trusts. We are proud of our services and we know that overall, we are delivering great care and getting positive feedback from our patients. But we could be better. In particular, we know we need to do more to match the quality of our patients' experiences with their clinical outcomes. **We want to be outstanding.**



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## Compliance with national targets 2017/18

- Key national targets:

**A&E:** 96,947 seen this year, slightly less than last year.

Consistently achieving >98% within four hours (often >99%)

**RTT 18 (incomplete treatment pathway):** Compliant against national target: achieved 95.3% against target = 92%

**Cancer:** Slightly lower performance, meeting 3 of 5 targets; cancer 31 day target narrowly missed (95.7% against 96% target). The 5<sup>th</sup> (cancer 14 day internal referral target) not consistently met – issues mostly due to patient choice

**Six week diagnostic tests:** 100%

**Infection control:** Year on year no cases of MRSA or C Diff

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## Quality: Patient experience (1)

### **2016 CQC children's and young person's survey - good results**

26/55 results better than other trusts

29/55 results scored 9/10 or better

29/55 results the same as other trusts

### **2016 CQC A&E survey - good results**

11/33 results better than other trusts

20/33 results same as other trusts

22/33 results scored 8/10 or better

Worse for 2/33 questions

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## Quality: Patient experience (2)

- **Friends and Family test**

Continues to be very good. Extremely likely or likely to recommend Q4 2017/18 results for A&E = 93.1%; Outpatients = 97.1%; Daycase = 99.9%

Main feedback remains about length of patient journey in clinic

The 'Moorfields Way' - a cultural/behavioural change programme. More staff have heard of this than ever, more staff think it is making a difference . Key links to the Quality Strategy

### **Launch of Patient Participation Strategy**

Developed with patients

Launched December 2017

More activities with more patients participating

Signposting and recruiting

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## Financial and other matters

- **Solid year financially**
  - Net surplus was £5.7M
  - Satisfactory delivery against CIPs and commercial performance
- **Use of resources rating (NHSI) remains 1 (best)**
- **Expectations continue to be tough for 2018/19**

**Thank you**

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**Any questions?**